



Change History Log:

November 2nd, 2000
Department Of Education
Student Financial Assistance
Carol Seifert
Contracts Office Technical Representative

In Response Reply to: 01EDU0077S

Subject: Contract # ED-99-DO-0002
Task Order # 34 SFA Intranet Applications Operations (BPM)
Deliverable 34.1.2 Intranet Applications Operations Organization

Dear Ms. Seifert:

Enclosed is the Intranet Applications Operations Organization that is required by the subject task order. Attached are suggested changes from the reviewers. Future revisions are not planned, but the document will be updated as appropriate.

<i>Deliverable 34.1.2 Intranet Applications Operations Organization</i>					
Suggested Changes/Comments	Page	Author	Date	Change Made Y/N	Comment
Modify the 3rd bullet under the SFA Application Management Functional description to read: "Work with SFANet business sponsor to develop business cases for major enhancements".	7	Carole Kuriatnik ova	October 7, 2000	Y	
Add bullet to Content Management function description: "Ensure content is compliant with accessibility and style standards".	8	Carole Kuriatnik ova	October 7, 2000	Y	
Add employee names to SFANet staffing plan.	16	Carole Kuriatnik ova	October 7, 2000	Y	
There should be an internal review of combined deliverables that are associated/integrated with each other. There are too many inconsistencies across the deliverables.	All	Cheryl Queen	October 26, 2000	Y	An internal QA review of all documents was performed.
It is not clear what the deliverable numbers are for each deliverable.	All	Cheryl Queen	October 26, 2000	Y	All deliverables were titled with the name exactly as it appears on the task order and headers were inserted that reflect the deliverable and title.

<i>Deliverable 34.1.2 Intranet Applications Operations Organization</i>					
Suggested Changes/Comments	Page	Author	Date	Change Made Y/N	Comment
Define the term 'user' in these deliverables.	2	Cheryl Queen	October 26, 2000	Y	The term "user" was defined and used consistently throughout all deliverables.
The process for identifying a request over 80 hours is not defined.		Cheryl Queen	October 26, 2000	Y	Fixed per SDS.
Federal Work Study is repeated.	3	Cheryl Queen	October 26, 2000	Y	This section was removed since it is repeated in 34.1.1.
Remove names references throughout the document and use organization unit instead.	All	Cheryl Queen	October 26, 2000	Y	
The org chart should have Operations Management shaded based on page #16 employee name. Additionally, Operations Management mission defines activities that are currently being performs, i.e. Bullets 1 & 4.	3	Cheryl Queen	October 26, 2000	Y	Shading was added. Removed bullet 1 and clarified bullet 4.
Why is Technical Architecture part of this organization? How is this Technical Architecture different from the Technical Architecture in CIO IT Management/CIO IT Services? Shouldn't there be one Technical Architecture across SFA?	5	Cheryl Queen	October 26, 2000	Y	Changed name to Application Technology and provided explanation..
I don't think you need pages 10-15, Position Descriptions. You've already described each function. You may want to use this information for you own internal use.	10-15	Cheryl Queen	October 26, 2000	Y	These pages were removed.
SFANet Staffing Plan – state that you will have 6 employees 'initially' or just get rid of the names and state that you will have 6 functions.	6	Cheryl Queen	October 26, 2000	Y	The number of employees was adjusted to five.
Appendix 4.0 is missing.	17	Cheryl Queen	October 26, 2000	Y	This was intended to reference the Roles and Resp. Matrix which was a separate file. Both have been excluded from the document based on a suggestion below.

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Application Management Roles & Responsibilities Matrix: You do not state that fact that this matrix is tied to your workflow processes contained under the Process Architecture tab and Section 1.1 - 3.3 tab. I finally figured it out after 3 days of review! Again, I think the Process Architecture section is all that is necessary for the CIO deliverable. The workflow sections 1.1 through 3.3 are for you own internal use. Delete this matrix. I'm not sure why it is necessary when based on the deliverable your functional areas are defined.	17	Cheryl Queen	October 26, 2000	Y	This section was removed.
The use of users, customers and partners is confusing between this deliverable and the Metrics Based Service Targets Deliverable.	All	Cheryl Queen	October 26, 2000	Y	Users Customer and Partners are defined in this deliverable and ambiguous sections have been modified to improve clarity.